



CITY OF HOUSTON
Administration and Regulatory Affairs Department
Strategic Purchasing Division

Bill White
Mayor

Calvin D. Wells, Deputy Director
City Purchasing Agent
P.O. Box 1562
Houston, Texas 77251-1562

F. 823-393-8755
<https://purchasing.houstontx.gov/>

August 18, 2009

SUBJECT: Letter of Clarification 2

REFERENCE: Request for Proposal No.: **S37-T23345** for Citizen Relationship Management
Solution to Upgrade the City of Houston 3-1-1 Helpline

TO: All Prospective Proposers:

- **This Letter of Clarification is issued for the following reasons:**
- **The following questions and City of Houston responses are hereby incorporated and made a part of the Request for Proposal:**

1.0 Reference Section 4.5.1, page 27 of 65: The City states that it will take possession of the hardware, software, etc. This defines an on-premise solution to be run at a City datacenter/location. Is the City precluding hosted solutions such as would be provided by a SaaS provider?

ANSWER: The City is more accustomed to dealing with off-the-shelf solutions and much of the language in the RFP is written from that point of view. However, the City will consider any solution that meets the stated functional requirements. The City typically does not lease equipment.

No, City is not excluding a hosted solution.

2.0 Will the system need to interface with a specific email client?

ANSWER: To the extent that the proposed solution interacts with an e-mail client, the City's standard is Microsoft Outlook 2003.

3.0 What data needs to be migrated to the new system?

ANSWER: The new system should include all historical customer service request data from the current Motorola CSR solution. Basic CSR data are stored in an Oracle 9i database and Service Center Application Desktop (SCAD) data are stored in an ActiveX® extension of CSR. These data will be made available in a useable format at the start of the data conversion process.

4.0 How much data needs to be migrated?

ANSWER: Refer to question #3 above

5.0 Does the previous system(s) have an Application Programming Interface (API) interface?

ANSWER: No.

6.0 Page 27, Section 4.5 Hardware and Software. Entire section appears to reference the City's desire to lease equipment. Please provide clarifications for this section.


ANSWER: The City is more accustomed to dealing with off-the-shelf solutions and much of the language in the RFP is written from that point of view. However, the City will consider any solution that meets the stated functional requirements. The City typically does not lease equipment.

Same as #1 above.

When issued, Letter(s) of Clarification shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. It is the responsibility of the proposers to ensure that they have obtained any such previous Letter(s) associated with this solicitation. By submitting a proposal on this project, proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this solicitation.

If you have any questions or if further clarification is needed regarding this Request for Proposal, please contact me

Sincerely,



Joyce A. Hays
Senior Procurement Specialist
City of Houston, Strategic Purchasing Division
T: 832-393-8723
F: 713-247-3039

cc: T23295 Solicitation File

End of Letter of Clarification 2